## **Kentucky Telco Federal Credit Union Job Description**

TITLE: CONTACT CENTER SPECIALIST

REPORTS TO: CONTACT CENTER SUPERVISOR

<u>Position Purpose:</u> The primary purpose of this position is to assist the Credit Union in fulfilling our mission of making a positive difference in each member's financial life. Provide information, account support, and transaction fulfillment to credit union members, ensuring the highest quality of member service.

## **Specific Duties:**

- 1. Deliver high-quality, consistent service to external and internal members that fulfill our service promises.
  - Respectful, Resourceful, Attentive Responsive, Accurate, and Appreciative.
- 2. Identify the financial needs of the members and suggest an appropriate Credit Union solution. Cross-sell appropriate products and services to benefit the member and achieve sales goals set forth by the Credit Union.
- 3. Build and maintain strong member relationships by providing prompt, reliable and courteous service when assisting members with financial transactions and services.
- 4. Open new accounts and service existing accounts. Set up new account files and provide members with all necessary membership information.
- 5. Maintain an up-to-date and comprehensive knowledge of all credit union products and services. Maintain an up-to date and comprehensive knowledge on all related polices and procedures, rules and regulations, including robbery procedures.
- 6. Process member transactions and member's phone and mail requests. Initiate calls to members to assure quality service.
- 7. Interview loan applicants and insure that accurate, complete information and documentation is received and provided to applicant prior to forwarding the application to a loan officer.
- 8. Other duties as assigned.

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## **Position Requirements:**

- 1. Minimum one year experience working in a credit union or financial institution.
- 2. Minimum one year call center experience.
- 3. Possess MSII status or will pass test within agreed upon time-frame.
- 4. Maintain a consistent, positive attitude by exhibiting a pleasant demeanor, smiling and welcoming members and employees.
- 5. Communication and interpersonal skills to effectively work with members and coworkers.
- 6. Ability to abide by Telco's Service Mission and Promises.
- 7. Ability to proficiently utilize a personal computer and applicable software.